In the Specification

Between the title and line 3 add

CROSS REFERENCE TO RELATED APPLICATIONS

This application is a continuation of Patent Application No. 09/602,588 filed on June 21, 2000, by the same title and inventor.

In the Claims

Cancel claim 50.

Add new claims 51-67.

51.   The system of claim 1 wherein the decision engine is capable of learning new priority criteria based on a relative importance of communications learned from an order in which an agent selected communications.

52.   The system of claim 1 wherein the priority codes are determined according to rules for prioritizing communications.

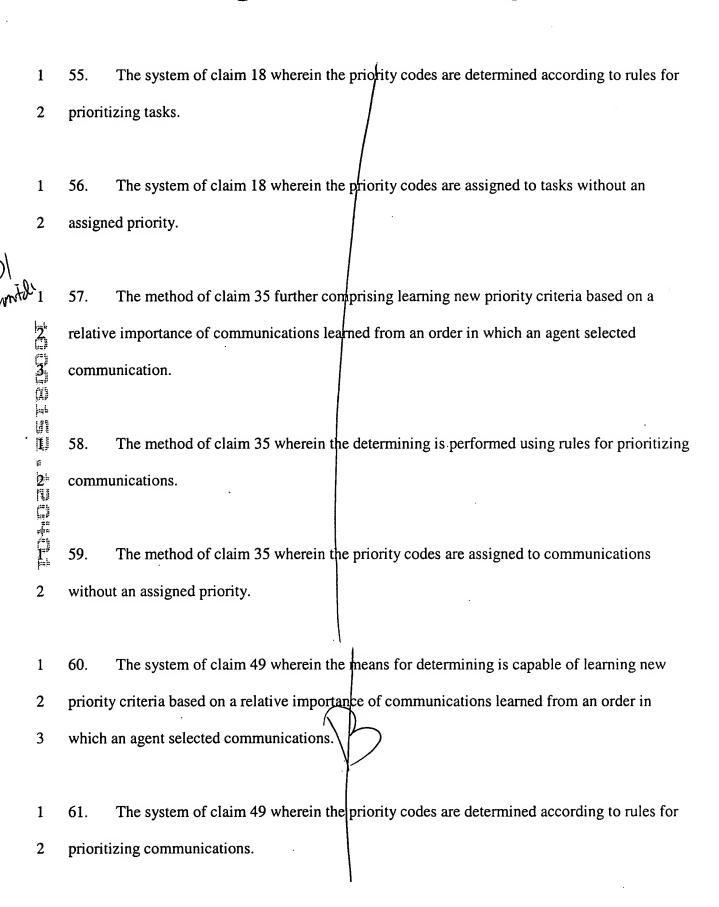53.   The system of claim 1 wherein the priority codes are assigned to communications without an assigned priority.

54.   The system of claim 18 wherein the decision engine is capable of learning new priority criteria based on a relative importance of tasks learned from an order in which an agent selected tasks.

1   55.   The system of claim 18 wherein the priority codes are determined according to rules for

2   prioritizing tasks.

1   56.   The system of claim 18 wherein the priority codes are assigned to tasks without an

2   assigned priority.

1   57.   The method of claim 35 further comprising learning new priority criteria based on a

2   relative importance of communications learned from an order in which an agent selected

3   communication.

1   58.   The method of claim 35 wherein the determining is performed using rules for prioritizing

2   communications.

1   59.   The method of claim 35 wherein the priority codes are assigned to communications

2   without an assigned priority.

1   60.   The system of claim 49 wherein the means for determining is capable of learning new

2   priority criteria based on a relative importance of communications learned from an order in

3   which an agent selected communications.

1   61.   The system of claim 49 wherein the priority codes are determined according to rules for

2   prioritizing communications.

1   62.   A system comprising a decision engine that

2   determines priority codes for items, which are tasks or communications, and

3   is capable of learning new priority criteria based on a relative importance of the items

4   learned from an order in which an agent selected the items.

1   63.   A system comprising:

2   a contact center configured to receive items, which are communications or tasks;

3   a decision engine that

4   determines a priority code for each of the items received according to rules for

5   prioritizing the items,

6   is capable of determining the priority code for items without an assigned priority,

7   and

8   is capable of learning new rules for prioritizing items based on positive and negative

9   feedback related to a relative importance of items based on an order in which

10   an agent selected the items; and

11   at least one queue configured to store the items in order of the priority code.

1 64. A system comprising:

2 a contact center configured to receive items, which are communications or tasks;

3 a decision engine that

4 determines a priority code for each of the items received according to rules for

5 prioritizing the items,

6 is capable of determining the priority code for items without an assigned priority,

7 and

8 is capable of learning new rules for prioritizing items based on a relative importance

9 of items learned from an order in which an agent selected the items, and

10 includes

11 a parser and is configured to analyze text, voice, natural language content,

12 emotional content, identify keywords, identify concepts, and determine

13 relationships between the concepts of the items received; and

14 at least one queue configured to store the items in order of the priority code.

1 65. A method comprising:

2 automatically learning a new priority rule based on an order in which an agent selected

3 items, which are communications or tasks; and

4 automatically determining priority codes for the items using the new priority rule.

1   66.   A method comprising:

2   receiving items, which are communications or tasks that do not have a previously

3   assigned priority;

4   automatically learning a new priority rule based on an order in which an agent selected

5   the items;

6   automatically determining priority codes for the items using the new priority rule; and

7   storing the items prioritized in at least one queue according to the priority code.

1   67.   A method comprising:

2   receiving items, which are communications or tasks that do not have a previously

3   assigned priority;

4   automatically learning a new priority rule based on an order in which an agent selected

5   the items;

6   automatically determining priority codes for the items using the new priority rule;

7   parsing the items including

8   analyzing text contents of items containing text of the items,

9   analyzing voice contents of items having voice contents of the items,

10   analyzing natural language contents of items containing natural language of the

11   items,

12   analyzing emotional contents of items having emotional content of the items,

13   identifying keywords of items containing words of the items,

14   identifying concepts of items of the item that contain concepts, and

15   determining relationships between the concepts of items having relationships

16   between the concepts of the items; and

17   storing the items prioritized in at least one queue according to the priority code.